



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #02-11

To: Benefits Administrators
From: Mary Habel, Director
State and Local Health Benefits Programs
cc: All OHB
Date: June 10, 2002
Re:

- Distribution of Member Handbooks and amendments on changes effective July 1, 2002
- Distribution of posters on changes for July 1, 2002
- Home delivery pharmacy package
- Updated Magellan Behavioral Health Web site

Distribution of Member Handbooks and Notifications for July 1, 2002

The process for distributing Key Advantage and Cost Alliance Member Handbooks, and notifications of changes (amendments), will be different this year from what it has been in the past. Please note carefully the separate procedures for distributing Key Advantage and Cost Alliance Member Handbooks and amendments.

- **Key Advantage Member Handbooks and 2002 Amendments**

New Key Advantage Members: Employees who elected Key Advantage or Key Advantage With Expanded Benefits during Open Enrollment will be mailed a new plan identification (ID) card and 2002 amendment in two batches, on June 7 and June 11. However, you will need to provide the Key Advantage Member Handbook. You may refer employees to the Member Handbook and amendments on the DHRM Web site at <http://www.dhrm.state.va.us/services/health/statewide.htm>. or order Key Advantage Member Handbooks (which will include 2001 and 2002 amendments) from Commonwealth Mailing Systems using the enclosed Trigon Materials Order Form.

Current Key Advantage Members: The 2002 amendment to the Key Advantage Member Handbook will be mailed to all employees in Key Advantage prior to July 1, 2002. They will receive the amendment with their new plan identification (ID) card in two batches, on June 7 and June 11.

- **Cost Alliance Member Handbooks and 2002 Amendments**

New Cost Alliance Members: Employees who elected Cost Alliance or Cost Alliance With Dental during Open Enrollment will be mailed a new plan identification (ID) card and 2002 amendment beginning on June 7. Each employee who chose a Cost Alliance plan should be provided a Cost Alliance Member Handbook. You may refer employees to the Member Handbook and amendments on the DHRM Web site at <http://www.dhrm.state.va.us/services/health/statewide.htm>, or order Cost Alliance Member Handbooks (which include the 2001 and 2002 amendments) from Commonwealth Mailing Systems using the enclosed Trigon Materials Order Form.

Current Cost Alliance Members: Please distribute 2002 Cost Alliance Member Handbook amendments to all employees enrolled in Cost Alliance prior to July 1, 2002. You may refer employees to the Cost Alliance Member Handbook and amendments on the DHRM Web site at <http://www.dhrm.state.va.us/services/health/statewide.htm>, or order the 2002 Cost Alliance Member Handbook amendments using the enclosed special Order Form for Cost Alliance Notification of Changes.

Distribution Note: As indicated, you may send the DHRM link to your agency's employees who have e-mail or order the Member Handbooks and amendments. For a list of your agency's employees enrolled in the plans, contact Herb Boyd at (804) 371-6062 or hboyd@dhrm.state.va.us.

Distribution of Key Advantage Posters

The Key Advantage poster, which highlights benefit changes effective July 1, will be shipped to Benefits Administrators the week of June 24. CMS will mail posters to each agency based on the number of agency employees shown on the updated materials distribution list. Please place the posters on bulletin boards and other locations with high visibility throughout your agency.

The poster is also available on the DHRM Web site. The direct address is: www.dhrm.state.va.us/services/health/admresrc.htm.

Home Delivery Pharmacy Package

Trigon has discontinued the blue Mail Service brochure and envelope. These items have been replaced with a new Home Delivery Pharmacy packet. The new packet contains a Home Delivery Pharmacy Service Order Form, a Health, Allergy & Medication Questionnaire, and an envelope in which to mail the prescription order. You may order the Home Delivery Pharmacy Service Order Form and questionnaire (Forms T20248 and T20286 -- reproduce as needed) from CMS or download them from the Trigon Web site (Under Forms) at <http://state.trigon.com>.

The discontinued Mail Service brochure (T20041) and envelope (990131) have been removed from the Trigon Materials Order Form. If you have any of these brochures and envelopes, they should be destroyed. Please be sure to use the new order form attached below for future Trigon orders.

Note: The new Home Delivery Pharmacy packet is now being used in the Trigon ID card packages. Therefore, any employee receiving a new Trigon ID card for July 1, 2002 will automatically receive the new Home Delivery Pharmacy information in June.

Magellan Web Site Easier to Access

Members of Key Advantage and Cost Alliance will now find it easier to use Magellan Behavioral Health's Web site specific to the Commonwealth of Virginia. By accessing the Magellan link through the Department of Human Resource Management's Web site, employees may bypass the initial page requiring a password and go directly to a menu of five links: the Welcome Page, Your Benefits, Employee Assistance Program, Information and Tools, and Frequently Asked Questions. To visit the upgraded Magellan link, go to the DHRM Health Benefits page. Click on the Contacts tab, then Customer Service Directory and Magellan: <http://www.dhrm.state.va.us/services/health/magellan.htm>. The easier-to-access link will only work if employees go to the Magellan link through the DHRM Web site.

Enclosures:

- [--Key Advantage and Cost Alliance Member Handbooks and notifications \(link\)](#)
- [--Key Advantage poster \(link\)](#)
- [--Home Delivery Pharmacy Service Order Form \(link\)](#)
- [--Allergy Questionnaire \(link\)](#)
- [--Revised Trigon Materials Order Form](#)
- [--Order Form for Cost Alliance Notification of Changes for July 1, 2002](#)